

W-01580A-13-0255 ORIGINAL



ARIZONA CORPORATION COMMISS
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Priority: Respond Within Five Days

Opinion No. 2013 - 112352

Date: 8/20/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: John R. Last: Digman

Account Name: John R. Digman

Street:

Work:

City: Payson

CBR:

State: AZ Zip: 85541

is:

Utility Company: Tonto Village Water Company, Inc.

Division: Water

Contact Name:

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Nature of Complaint:

Docket No. W-01580A-13-0255

I received a letter from TVWC stating the company has applied for numerous rate increases, this letter was part of a form letter, States as page 34. I am not sure of the date of the request nor when the AZ Corp. Commission will look into this matter, as none of the information I received is dated.

I wish to object to a rate increase for Tonto Village Water Company Inc. on the basis of the below listed issues:
o TVWC does not hire qualified water tech's, for repairs and testing. He also pays other to do this meter reading.

O Mr. Daniels took over the TVWC is 2010 and since the public has not seen nor has he publically posted one water quality report.

O We have no back flow preventers so depending where on the line you are when a repair is made you get dirt and small pebbles in your lines.

O We have had numerous water outages for over 2 hours at a time with no notice, some up to 6 hours. We have a restaurant and school in our community.

O Most of the repairs are in the same areas over and over again, which tells me Mr. Daniels uses Band-Aids, not repairs.

O Our community with approximately 200 meters is running of 1 well, we have more wells but TVWC doesn't use them, which in high peak time caused water pressure to be very low.

O A minimum of 1 to 2 days per quarter our water smells of bleach so bad you cannot drink it

o Mr. Daniels (TVWC), since taken ownership in 2010, has not upgraded our water system in our community in any way, if anything our system and service has become downgrades.

O TVWC makes repairs to water lines with ranch pipe or used scheduled 40 pvc pipe. The used pipe is not sanitized in any way before hooking it into our system, I have personally witnessed this.

O Mr. Daniels (TVWC) brags to people that he refuses to the taxes he collects from the water bills of his customers, because they can't tell he how it's used or where it's used. So I would consider this part of Mr. Daniels income, as he continues to collect the tax that he claims he isn't paying.

O None of the water pipes in the antiquated system that are within inches of sewer pipes have been replaced or moved.

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I find it hard to fathom why an increase in rates would be ask for. As a business owner myself I had to upgrade my product and service before I could ask for more monies.
Thank you for your time in this matter.

Sincerely,

John R. Digman

Payson AZ 85541

End of Complaint

Utilities' Response:

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Investigator's Comments and Disposition:

8/20

Emailed to the Phoenix office for docketing.

File closed.

End of Comments

Date Completed: 8/20/2013

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